



CIWM

Qualifications

Version 2, March 2023

Qualification Code: 601/1781/3

CIWM Code: PEOA2, PEOB2, PEOC2,
PEOD2, PEOE2, PEOF2

Maximum Guided Learning Hours: 34

Total Qualification Time: 41

CIWM (WAMITAB) Level 2 Award for Parking Enforcement Officers

Together, we stand for
a world beyond waste

About CIWM and this Handbook

About CIWM

CIWM is an awarding organisation and charity that develops qualifications for those working in cleaning, street cleansing, facilities management, resource management, recycling and parking from operative through to management level.

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

Equal Opportunities

CIWM supports the principles of equal opportunities, and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability, or sexual orientation.

The Purpose of this Qualification Handbook

Welcome to your CIWM Qualification Handbook. This will help you to complete your qualification. It contains:

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.

Candidate Information

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Tutor Name

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Frequently Asked Questions

What is a regulated qualification?

A regulated qualification demonstrates that you have the knowledge, skills and/or understanding to meet the standards expected by employers in your industry. Your qualification is recognised by CIWM and one or more of the educational regulators across the UK.

What is the objective of this qualification?

Develop the knowledge and skills needed to work as a parking enforcement officer in the private or public parking industry throughout the UK. This qualification focuses on developing conflict management skills in those individuals employed as civil enforcement officers, parking attendants, parking enforcement officers and CCTV enforcement officers.

Who is it for?

- New entrants to the parking industry
- Experienced workers seeking a formal qualification

What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking this qualification do not require any other qualifications or levels of attainment in order to take this qualification.

What job role could this qualification lead to or support?

This qualification could have significant benefits for the parking workforce as it will act as a gateway for opportunities for career

progression or further education by building the confidence of employees and demonstrating that their skills have value.

The UK parking profession employs approximately 82,000 people (with 87% of these people employed in the private sector) in a wide range of occupations, compared to 569,000 people across Europe. This qualification is ideal for those employed in the following job roles:

- Civil Enforcement Officers
- Parking Attendants

Effective traffic and parking management is essential to support the sustainable growth of the UK economy as there are currently 34.5 million licensed vehicles on the roads (Juggins, 2013). Most of these vehicles spend more than 90% of the time in a car park, on the side of the road, at a station or in a garage (Juggins, 2013).

What do I need to achieve?

To achieve this qualification, you will need to complete the mandatory unit and select an optional pathway unit. You will need 2 units for your Level 2 Award. Each unit covers different areas of work.

Mandatory Unit Group

L2P1: Managing conflict in the enforcement of parking control and management

PEOA2 Optional Pathway 1 (England & Wales)

L2P2: Roles and responsibilities of civil enforcement officers operating under traffic management legislation

PEOB2 Optional Pathway 2 (England & Wales)

L2P3: Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation

PEOC2 Optional Pathway 3 (England & Wales)

L2P4: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land

PEOD2 Optional Pathway 4 (Scotland only)

L2P7: Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation

PEOE2 Optional Pathway 5

L2P5: Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation

PEOF2 Optional Pathway 6 (Scotland only)

L2P6: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land

What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: describe what tasks you will be able to do as a result of learning.
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.

What is a CIWM (WAMITAB) Qualifications Centre?

You will gain your qualification through a CIWM (WAMITAB) Qualifications Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with CIWM.
- Provide a registration number.
- Apply for your certificate when you have completed your qualification or units.

How long will it take?

You have two years to complete your qualification from the date of registration, but your centre may have some requirements that they will explain to you.

Who will help me achieve my qualification?

The following people at the CIWM (WAMITAB) Qualifications Centre will help you to achieve your qualification:

Your Tutor

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

External Quality Assurer

An external quality assurer is employed by CIWM to ensure that your centre meets the required national standards for quality and assessment.

What are my responsibilities as a learner?

You will need to:

- Provide your centre with your personal details so they can register you with CIWM.
- Undertake training provided by the Centre.
- Take a test which will help you demonstrate your knowledge.
- Comply with health and safety law and regulations.

What steps will I need to take to complete my qualification?

1. **Planning:** your trainer will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Training:** you will complete a training course which will provide you with the knowledge to undertake the qualification test.
3. **Feedback:** your trainer will provide regular feedback on your progress and will arrange for your test when they consider that you are ready.

4. **Achievement:** once you have passed the test, your centre will apply for your CIWM certificate.

What are the evidence requirements for this qualification?

You will be required to undertake a Multiple Choice Question (MCQ) test. This means that for each question you will be given a number of answers and you have to select the one which you consider correct. The pass mark for the test is 70%.

Where do I go if I need more information about my qualification and assessments?

- Your tutor
- Your qualification workbook
- CIWM

Useful Words

Instructional verbs	Definition
Assessment Criteria	These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.
Awarding Organisation	To have a qualification recognised in the UK it must be accredited through an awarding body. These organisations are regulated by Ofqual in England, Qualifications Wales, CCEA in Northern Ireland and SQA in Scotland to ensure that you receive a high quality, recognised qualification upon completion of the course.
CIWM	An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management, and parking. CIWM is responsible for ensuring the on-going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training, and course materials.
CIWM (WAMITAB) Qualifications Centre	These centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers, and prisons.
Competence	Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.
Learner	A person who is registered to work towards achievement of a qualification – i.e. you!
Learning Outcome	These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.
Multiple Choice Tests	A form of assessment where learners are asked to select the best possible answer from the list provided.
Tutor	A person employed to instruct an individual or small group on a particular topic. Tutors that deliver knowledge and understanding qualifications and units should have relevant competence and experience in the subject that they are delivering and have experience of delivering vocational learning.
Units – Mandatory and Optional	Units form the building blocks of all qualifications that are nationally regulated on the Qualification Credit Framework. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.
Vocational	A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

Unit Terms

Instructional verbs	Definition
Assess	To offer a reasoned judgement of the standard, quality of situation or ability informed by relevant facts.
Define	Provide a generally recognised or accepted definition.
Describe	Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.
Explain	To provide a comprehensive answer that shows an understanding of the content/process mentioned. The answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.
Identify	This requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At Level 4, this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.
List	To produce a number of relevant items which apply to the question. Further description is not required.
State	To express something definitely or clearly in speech or writing.

SECTION 1 – Mandatory Unit Group

Unit L2P1: Managing conflict in the enforcement of parking control and management

Level: 2			MCQ
Learning Outcome	Assessment Criteria	Indicative Content	
1. Understand the potential for work-related violence in the parking environment	1.1 Describe types of work-related violence	You should be able to describe the different types of work-related violence that may be encountered. Think about: <ul style="list-style-type: none"> • What work-related violence is. • The types of work-related violence (e.g. physical, verbal, third-party, harassment, abuse, threats etc.) 	√
	1.2 Describe how to assess the risk of violence in the working environment	You should be able to describe how to assess the risk of violence in the working environment. Think about: <ul style="list-style-type: none"> • The Health and Safety at Work etc. Act 1974. • The process of formal risk assessment. • Who is most at risk of violence in the workplace. • Where workplace violence may occur. • When workplace violence may occur. 	√
	1.3 Describe the purpose and key components of a work-related violence policy	You should be able to describe: <ul style="list-style-type: none"> • The purpose of a work-related violence policy. • What should be included in a work-related violence policy. 	√
	1.4 Describe risk reduction measures which eliminate or reduce risks	You should be able to describe the control measures used to reduce or eliminate risks in the workplace.	√
	1.5 Describe the process of dynamic risk assessment used to identify threats in developing situations	You should be able to describe the process of dynamic risk assessment used to identify threats in developing situations. Think about: <ul style="list-style-type: none"> • The process of dynamic risk assessment. • Why you would use this type of risk assessment. • What a threat would be in a developing situation. 	√
	1.6 Explain the importance of communication in managing conflict	You should be able to explain why it is important to communicate effectively to manage conflict. Think about: <ul style="list-style-type: none"> • Communication methods. • Active listening. 	√

	1.7 Explain how to respond to complaints	You should be able to explain how to respond to complaints from customers or members of the public.	√
	1.8 Explain how to resolve issues	You should be able to explain how to resolve issues. Think about: <ul style="list-style-type: none"> • The types of issues you may encounter during your job. • The methods used to resolve these issues. 	√
2. Understand the types of behaviour that indicate an escalation towards high risk violence and take measures to de-escalate the situation	2.1 Describe human responses to threatening situations	You should be able to describe the 'fight or flight' response to threatening situations. Think about: <ul style="list-style-type: none"> • What it is? • How it is triggered? • When yourself or others could experience this response at work? 	√
	2.2 Identify the most common triggers and situations where there is a risk of escalation into violence	You should be able to list and briefly describe: <ul style="list-style-type: none"> • The common triggers of violence • The common situations where there is a risk of violence at work 	√
	2.3 Describe the blocks to communication in an aggressive or violent situation	You should be able to describe the blocks to communication in an aggressive or violent situation. Think about: <ul style="list-style-type: none"> • The definition of blocked communication. • The ways communication between two people can be blocked in an aggressive or violent situation. 	√
	2.4 Explain how to defuse a situation and calm a person who is angry and aggressive	You should be able to explain how to defuse a situation and calm a person who is angry or aggressive. Think about: <ul style="list-style-type: none"> • The methods for defusing a situation. • What to do once an angry or aggressive person starts to calm down. • What to avoid doing when someone is behaving angry and aggressive. 	√
	2.5 Describe the action to take if a situation is escalating to a high risk violence	You should be able to describe what to do if a situation is escalating and there is a high risk of violence. Think about: <ul style="list-style-type: none"> • Procedures for dealing with these situations. • Appropriate body language. • Exit strategies. 	√
	2.6 Identify behaviour to use when confronting examples of unacceptable behaviour	You should be able to list and briefly describe the behaviour to use when confronting unacceptable behaviour at work.	√

	2.7 Describe the exit strategies to adopt in potentially high-risk situations	You should be able to describe the exit strategies to adopt in high-risk situations.	√
	2.8 Describe the principles of 'reasonable force' in terms of protecting oneself	You should be able to describe the principles of 'reasonable force' in terms of protecting oneself according to UK law.	√
3. Understand the post incident reporting procedures and support available	3.1 Describe ways in which incidents of work-related violence are reported and recorded	You should be able to describe the different ways that incidents of work-related violence are reported and recorded. Think about: <ul style="list-style-type: none"> • The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 • When incidents of workplace violence should be reported. • Where incidents of workplace violence should be recorded. • Who incidents of workplace violence should be reported too. • Reasons for failing to report workplace violence. 	√
	3.2 Describe how post incident information can be used to prevent or reduce the risk of work related violence across the organisation	You should be able to describe post incident information can be used to prevent or reduce the risk of work-related violence across the organisation.	√
	3.3 Describe how personal reflection on incidents of work-related violence can be used to: <ul style="list-style-type: none"> • Provide personal learning • Plan future activity 	You should be able to describe how personal reflection on incidents of work-related violence can be used to provide personal learning and plan future activity.	√
	3.4 Describe the reactions which may be experienced by a victim of a violent workplace incident	You should be able to describe how a victim of workplace violence may react.	√
	3.5 Describe the support mechanisms available to a victim of a violent workplace incident	You should be able to describe the support available to victims of workplace violence.	√

SECTION 2 – Optional Pathway 1 (PEOA2)

Unit L2P2: Roles and responsibilities of civil enforcement officers operating under traffic management legislation (England and Wales)

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the main requirements of parking legislation	1.1 Explain the difference between civil and criminal parking enforcement	You should be able to explain the difference between civil and criminal parking enforcement.	√
	1.2 Explain the main legal requirements of traffic management legislation and Statutory Guidance in relation to the role of a Civil Enforcement Officer	You should be able to explain the traffic management legislation and statutory guidance in relation to the role of a Civil Enforcement Officer.	√
	1.3 Describe the role of the Civil Enforcement Officer	You should be able to describe the role of a Civil Enforcement Officer. Think about your duties and responsibilities.	√
	1.4 Describe the purpose of on-street and off-street (car parks) Traffic Orders	You should be able to describe the purpose of: <ul style="list-style-type: none"> On-street Traffic Orders Off-street (car park) Traffic Orders 	√
	1.5 Identify space markings and signage	You should be able to list and briefly describe: <ul style="list-style-type: none"> Space markings Signage 	√
2. Understand how to apply contravention codes	2.1 Describe the difference between permitted parking and restricted parking	You should be able describe the difference between permitted parking and restricted parking.	√
	2.2 Explain the meaning of the following contravention codes: <ul style="list-style-type: none"> On Street Off Street (including car parks) 	You should be able to explain the meaning of different on-street and off-street (including car parks) contravention codes.	√
	2.3 Explain the reason for: <ul style="list-style-type: none"> Observation periods Grace periods 	You should be able to explain the reason for observation periods. Think about: <ul style="list-style-type: none"> What is an observation period. What is a grace period. The types of observation period. 	√

		<ul style="list-style-type: none"> Why observation periods are used. 	
	2.4 Explain the reason for "differential parking charges"	You should be able to explain the reason for differential parking charges. Think about: <ul style="list-style-type: none"> What differential parking charges are. Why differential parking charges are used. 	√
3. Understand parking exemptions and their application	3.1 Describe the purpose of parking exemptions	You should be able to describe the purpose of parking exemptions.	√
	3.2 Explain the circumstances when the following general exemptions apply: <ul style="list-style-type: none"> Royal Mail, military, utility and emergency vehicles Loading and unloading Getting in and out of a vehicle Vehicles prevented from moving due to circumstances beyond the driver's control Opening and closing barriers or gates 	You should be able to explain the circumstances when general exemptions apply to: <ul style="list-style-type: none"> Royal Mail, military, utility and emergency vehicles Loading and unloading Getting in and out of a vehicle Vehicles prevented from moving due to circumstances beyond the driver's control Opening and closing barriers or gates 	√
	3.3 Describe the Disabled Persons Blue Badge Scheme, including exemptions for disabled persons blue badge holders	You should be able to describe the Disabled Persons Blue Badge Scheme, including exemptions for disabled persons blue badge holders.	√
4. Know how to record the necessary information for vehicle identification	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	√
	4.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
5. Know the procedure for issuing Penalty Charge Notices and supporting evidence requirements	5.1 Explain the purpose of a Penalty Charge Notice	You should be able to explain the purpose of a Penalty Charge Notice.	√
	5.2 Identify the types of supporting evidence required in relation to a Penalty Charge Notice	You should be able to list and briefly describe the types of supporting evidence required when issuing a Penalty Charge Notice for different parking contraventions.	√

	5.3 Identify the uniform and identification requirements of a Civil Enforcement Officer for serving a Penalty Charge Notice	You should be able to list and briefly describe the uniform and identification requirements that Civil Enforcement Officers must follow when serving a Penalty Charge Notice.	√
	5.4 Describe the procedure for serving a Penalty Charge Notice by a Civil Enforcement Officer	You should be able to describe the method for serving a Penalty Charge Notice by a Civil Enforcement Officer and the circumstances under which the: <ul style="list-style-type: none"> • PCN is affixed to the vehicle • PCN is given to the person believed to be in charge of the vehicle 	√
	5.5 Describe the procedure for serving a Penalty Charge Notice by post	You should be able to describe the method for serving a Penalty Charge Notice by post to the registered keeper of a vehicle and when this method can be used.	√
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	6.1 State the stages in processing a Penalty Charge Notice	You should be able to clearly express each stage in processing a Penalty Charge Notice.	√
	6.2 Explain how Penalty Charge Notices can be challenged by motorists	You should be able to explain how a Penalty Charge Notice can be challenged and appealed.	√
7. Understand working practices in the parking profession	7.1 State the obligations to self and others under current Health and Safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> • Self • Others 	√
	7.2 Describe Lone Worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> • What lone working is. • What are an employer's responsibilities towards lone workers. • What control measures are in place to minimise the risk to lone workers. 	√
	7.3 Identify risks associated with parking enforcement	You should be able to list and briefly describe the risks associated with parking enforcement.	√
	7.4 State control measures associated with identified risks, including recording and reporting requirements	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about: <ul style="list-style-type: none"> • The types of control measure used. • The recording and reporting requirements in the event of an incident. 	√

	7.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	7.6 Describe standards of conduct for Civil Enforcement Officers	You should be able to describe the standards of conduct for Civil Enforcement Officers.	√
	7.7 Explain the principles of equality and diversity	You should be able to explain the principles of equality and diversity. Think about: <ul style="list-style-type: none"> • Terminology (e.g. equality, diversity, prejudice, discrimination etc.) • The Equality Act 2010 • Strands of Equality and Diversity • Protected characteristics 	√
	7.8 Explain the importance of presenting a positive image to the public	You should be able to explain why it is important to present a positive image to the public.	√
	7.9 Explain the components of effective customer service during parking enforcement activities	You should be able to explain the components of effective customer service during parking enforcement activities. Think about: <ul style="list-style-type: none"> • What customer service is. • Who your customers are in the parking sector. • The types of customer service activities undertaken during parking enforcement activities. • The skills required for effective customer service. 	√

SECTION 3 – Optional Pathway 2 (PEOB2)

Unit L2P3: Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation (England and Wales)

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the main requirements of parking legislation	1.1 Explain the difference between civil and criminal parking enforcement	You should be able to explain the difference between civil and criminal parking enforcement.	√
	1.2 Identify space markings and signage	You should be able to list and briefly describe: <ul style="list-style-type: none"> • Space markings • Signage 	√
2. Understand how to determine offences	2.1 Describe the difference between permitted parking and restricted parking	You should be able describe the difference between permitted parking and restricted parking.	√
	2.2 Describe the offences applicable in: <ul style="list-style-type: none"> • A car park • Permitted parking places on-street 	You should be able to describe the offences applicable in: <ul style="list-style-type: none"> • A car park • Permitted parking places on-street 	√
	2.3 Explain the reason for “observation periods” and “grace periods”	You should be able to explain the reason for observation periods. Think about: <ul style="list-style-type: none"> • What is an observation period. • What is a grace period. • The types of observation period. • Why observation periods are used. 	√
	2.4 Describe the Disabled Persons Blue Badge Scheme, including exemptions for Disabled Persons Badge holders	You should be able to describe the Disabled Persons Blue Badge Scheme, including exemptions for Disabled Persons Badge holders	√

3. Know how to record the necessary information for vehicle identification	3.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> • Standard UK • Foreign • Diplomatic • Trade Plates • Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> • Standard UK • Foreign • Diplomatic • Trade Plates • Military Vehicles 	√
	3.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
4. Understand the procedure for issuing Excess Charge Notices and supporting evidence requirements	4.1 Describe the procedure for issuing and serving an Excess Charge Notice	You should be able to describe the procedure for issuing and serving an Excess Charge Notice.	√
	4.2 Explain the purpose and types of supporting evidence required in relation to an Excess Charge Notice	You should be able to explain the purpose and types of supporting evidence required in relation to an Excess Charge Notice,	√
5. Know what happens after an Excess Charge Notice is issued and the stages of the appeals process	5.1 Describe the stages in processing an Excess Charge Notice	You should be able to describe the stages in processing an Excess Charge Notice.	√
	5.2 Describe the process for contesting the issue of an Excess Charge Notice by motorists	You should be able to describe the process for contesting the issue of an Excess Charge Notice.	√
6. Understand working practices in the parking profession	6.1 State the obligations to self and others under current Health and Safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> • Self • Others 	√
	6.2 Describe Lone Worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> • What lone working is. • What are an employer's responsibilities towards lone workers. • What control measures are in place to minimise the risk to lone workers. 	√
	6.3 Identify risks associated with parking enforcement	You should be able to list and briefly describe the risks associated with parking enforcement.	√
	6.4 State control measures associated with identified risks,	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about:	√

	including recording and reporting requirements	<ul style="list-style-type: none"> The types of control measure used. The recording and reporting requirements in the event of an incident. 	
	6.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	6.6 Describe standards of conduct for Parking Attendants	You should be able to describe the standards of conduct for parking attendants.	√
	6.7 Explain the principles of equality and diversity	<p>You should be able to explain the principles of equality and diversity. Think about:</p> <ul style="list-style-type: none"> Terminology (e.g. equality, diversity, prejudice, discrimination etc.) The Equality Act 2010 Strands of Equality and Diversity Protected characteristics 	√
	6.8 Explain the importance of presenting a positive image to the public	You should be able to explain why it is important to present a positive image to the public.	√
	6.9 Explain the components of effective customer service in parking enforcement activities	<p>You should be able to explain the components of effective customer service in parking enforcement activities. Think about:</p> <ul style="list-style-type: none"> What customer service is. Who your customers are in the parking sector. The types of customer service activities undertaken during parking enforcement activities. The skills required for effective customer service. 	√

SECTION 4 – Optional Pathway 3 (PEOC2)

Unit L2P4: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land (England and Wales)

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the current legal framework which applies to parking on private land	<p>1.1 Explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to:</p> <ul style="list-style-type: none"> • The boundaries of the land subject to parking control and enforcement • Conditions or restrictions on parking control and enforcement operations • Any restrictions on types of vehicles subject to parking control and enforcement • The content, placing and maintenance of notices and signs in relation to parking control and enforcement • Notification of parking tickets • The authorisation to take legal action to recover charges due from drivers • Information about complaints, appeals and challenges • Avoiding the use of terminology implying action is being taken under statutory authority 	<p>You should explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land.</p> <p>Think about the following:</p> <ul style="list-style-type: none"> • The boundaries of the land subject to parking control and enforcement • Conditions or restrictions on parking control and enforcement operations • Any restrictions on types of vehicles subject to parking control and enforcement • The content, placing and maintenance of notices and signs in relation to parking control and enforcement • Notification of parking tickets • The authorisation to take legal action to recover charges due from drivers • Information about complaints, appeals and challenges • Avoiding the use of terminology implying action is being taken under statutory authority 	√

2. Know the procedure for issuing parking tickets on private land and the requirements for supporting evidence	2.1 Explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws • Protection of Freedoms Act (England and Wales only) 	You should be able to explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws • Protection of Freedoms Act (England and Wales only) 2012 	√
	2.2 Describe the procedure for issuing and serving parking tickets on private land	You should be able to describe the procedures for issuing and serving parking tickets on private land.	√
	2.3 Explain the purpose and types of supporting evidence required in relation to issuing a parking ticket	You should be able to explain the purpose and types of supporting evidence required in relation to issuing a parking ticket.	√
	2.4 Describe the methods of accepting payment, the location of payment sites and procedures for issuing of receipts	You should be able to describe: <ul style="list-style-type: none"> • Methods of accepting payment • The location of payment sites • The procedures for issuing of receipts 	√
	2.5 State the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment	You should be able to clearly express the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment.	√
	2.6 Describe the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets	You should be able to describe the procedure in place for dealing with the following in relation to the issue of parking tickets: <ul style="list-style-type: none"> • Complaints • Challenges • Appeals 	√
	2.7 State the types of records and documents to be kept	You should be able to clearly express the types of records and documents to be kept.	√
	3.1 Describe the circumstances for not issuing a parking ticket for the following vehicles:	You should be able to describe the circumstances for NOT issuing a parking ticket for the following vehicles: <ul style="list-style-type: none"> • Liveried vehicles used for operational fire, police or ambulance purposes 	√

<p>3. Understand the circumstances when parking tickets should not be issued</p>	<ul style="list-style-type: none"> • Livered vehicles used for operational fire, police or ambulance purposes • Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position • Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge • Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people • Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the "paid-for" time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable "grace" period has run out. 	<ul style="list-style-type: none"> • Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position • Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge • Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people • Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the "paid-for" time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable "grace" period has run out. 	
	<p>3.2 Describe the Disabled Persons Blue Badge Scheme and its implications for private car parks</p>	<p>You should be able to describe:</p> <ul style="list-style-type: none"> • The Disabled Persons Blue Badge Scheme 	<p>√</p>

	including a landowner's discretion to grant concessions	<ul style="list-style-type: none"> Its implications for private car parks, including a landowner's discretion to grant concessions. 	
4. Know how to record the necessary information for vehicle identification	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	√
	4.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
5. Understand the principles of car park management	5.1 Explain the purpose of car park layout and signage	You should be able to explain the purpose of: <ul style="list-style-type: none"> Car park layout Car park signage 	√
	5.2 Describe the different types of payment systems and procedures used in car parks	You should be able to describe different types of payment systems and procedures used in car parks.	√
	5.3 Explain the reason for patrolling and monitoring car parks on private land	You should be able to explain the reason for patrolling and monitoring car parks on private land.	√
	5.4 State the types of equipment and resources used to operate car parks on private land	You should be able to clearly express the types of equipment and resources used to operate car parks on private land.	√
	5.5 Explain the obligation of the private landowner in relation to health and safety	You should be able to explain the obligation of the private landowner in relation to health and safety.	√
	5.6 Explain the obligation of the private landowner (and/or their agent) in relation to the protection of people and property in car parks on private land	You should be able to explain the obligation of the private landowner and/or their operator in relation to the protection of people and property in car parks on private land.	√
	5.7 Identify what constitutes an emergency procedure	You should be able to list and briefly describe an emergency procedure. Think about what is included in an emergency procedure.	√
	5.8 Describe the procedures for dealing with unusual situations	You should be able to describe the procedures for dealing with unusual situations. Think about:	√

		<ul style="list-style-type: none"> The types of unusual situations you encounter. The procedures used to deal with these situations. 	
6. Understand working practices in the parking profession	6.1 State the obligations to self and others under current Health and Safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> Self Others 	√
	6.2 Describe Lone Worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> What lone working is. What are an employer's responsibilities towards lone workers. What control measures are in place to minimise the risk to lone workers. 	√
	6.3 Identify risks associated with parking enforcement	You should be able to list and briefly describe the risks associated with parking enforcement.	√
	6.4 State control measures associated with identified risks, including recording and reporting requirements	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about: <ul style="list-style-type: none"> The types of control measure used. The recording and reporting requirements in the event of an incident. 	√
	6.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	6.6 Describe standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land	You should be able to describe the standards of conduct for parking Enforcement Officers carrying out parking control and enforcement on private land.	√
	6.7 Explain the principles of equality and diversity	You should be able to explain the principles of equality and diversity. Think about: <ul style="list-style-type: none"> Terminology (e.g. equality, diversity, prejudice, discrimination etc.) The Equality Act 2010 Strands of Equality and Diversity Protected characteristics 	√

	6.8 Explain the importance of presenting a positive image to the public	You should be able to explain why it is important to present a positive image to the public.	√
	6.9 Explain the components of effective customer service in parking enforcement activities	You should be able to explain the components of effective customer service in parking enforcement activities. Think about: <ul style="list-style-type: none"> • What customer service is. • Who your customers are in the parking sector. • The types of customer service activities undertaken during parking enforcement activities. • The skills required for effective customer service. 	√

SECTION 5 – Optional Pathway 4 (PEOD2)

Unit L2P7: Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation (Scotland)

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the main requirements of parking legislation	1.1 Explain the difference between civil and criminal parking enforcement	You should be able to explain the difference between civil and criminal parking enforcement.	√
	1.2 Explain the main legal requirements of the Road Traffic Act 1991 and the role of the Parking Attendant	You should be able to explain the impact of Road Traffic Act 1991 legislation and the role of the parking attendant.	√
	1.3 Define a Special Parking Area, and a Controlled Parking Zone	You should be able to define: <ul style="list-style-type: none"> • Special Parking Area • Controlled Parking Zone 	√
	1.4 Describe the purpose of on-street and off-street (car parks) Traffic Orders	You should be able to describe the purpose of: <ul style="list-style-type: none"> • On-street Traffic Orders • Off-street (car park) Traffic Orders 	√
	1.5 Identify space marking out and signage	You should be able to list and briefly describe: <ul style="list-style-type: none"> • Space markings • Signage 	√
2. Understand how to apply contravention codes	2.1 Describe the difference between permitted parking and restricted parking	You should be able describe the difference between permitted parking and restricted parking.	√
	2.2 Explain the meaning of the following contravention codes: <ul style="list-style-type: none"> • On Street • Off Street (including car parks) 	You should be able to explain the meaning of different on-street and off-street (including car parks) contravention codes.	√
	2.3 Explain the reason for "observation periods"	You should be able to explain the reason for observation periods. Think about: <ul style="list-style-type: none"> • What an observation period is. • The types of observation period. • Why observation periods are used. 	√

3. Understand parking exemptions and their application	3.1 Describe the purpose of parking exemptions	You should be able to describe the purpose of parking exemptions.	√
	3.2 Explain the circumstances when the following general exemptions are to be applied: <ul style="list-style-type: none"> Royal Mail, military, utility and emergency vehicles Loading and unloading Getting in and out of a vehicle Vehicles prevented from moving due to circumstances beyond the driver's control Opening and closing barriers or gates 	You should be able to explain the circumstances when general exemptions apply to: <ul style="list-style-type: none"> Royal Mail, military, utility and emergency vehicles Loading and unloading Getting in and out of a vehicle Vehicles prevented from moving due to circumstances beyond the driver's control Opening and closing barriers or gates 	√
	3.3 Describe the Disabled Persons Blue Badge Scheme including exemptions for Disabled Persons Badge holders	You should be able to describe the Disabled Persons Blue Badge Scheme, including exemptions.	√
4. Know how to record the necessary information for vehicle identification	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	√
	4.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
5. Know the procedure for issuing Penalty Charge Notices and the requirements for supporting evidence	5.1 Explain the purpose of a Penalty Charge Notice	You should be able to explain the purpose of a Penalty Charge Notice.	√
	5.2 Identify the types of supporting evidence required in relation to a Penalty Charge Notice	You should be able to list and briefly describe the types of supporting evidence required when issuing a Penalty Charge Notice for different parking contraventions.	√
	5.3 Identify the uniform and identification requirements of a Parking Attendant for serving a Penalty Charge Notice	You should be able to list and briefly describe the uniform and identification requirements that Parking Attendants must follow when serving a Penalty Charge Notice.	√

	5.4 Describe the procedure for serving a Penalty Charge Notice by a Parking Attendant	You should be able to describe the method for serving a Penalty Charge Notice by a Parking Attendant and the circumstances under which the: <ul style="list-style-type: none"> • PCN is affixed to the vehicle • PCN is given to the person believe to be in charge of the vehicle 	√
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	6.1 State the stages in processing a Penalty Charge Notice	You should be able to clearly express each stage in processing a Penalty Charge Notice.	√
	6.2 Explain how motorists can challenge Penalty Charge Notices	You should be able to explain how a Penalty Charge Notice can be challenged and appealed.	√
7. Understand safe and effective working practices	7.1 State the obligations to self and others under current Health and Safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> • Self • Others 	√
	7.2 Describe Lone Worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> • What lone working is. • What are an employer's responsibilities towards lone workers. • What control measures are in place to minimise the risk to lone workers. 	√
	7.3 Identify risks associated with parking enforcement	You should be able to list and briefly describe the risks associated with parking enforcement.	√
	7.4 State control measures associated with identified risks, including recording and reporting requirements	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about: <ul style="list-style-type: none"> • The types of control measure used. • The recording and reporting requirements in the event of an incident. 	√
	7.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	7.6 Describe the standards of conduct for Parking Attendants	You should be able to describe the standards of conduct for Parking Attendants.	√
	7.7 Explain the principles of equality and diversity	You should be able to explain the principles of equality and diversity. Think about:	√

		<ul style="list-style-type: none"> • Terminology (e.g. equality, diversity, prejudice, discrimination etc.) • The Equality Act 2010 • Strands of Equality and Diversity • Protected characteristics 	
	7.8 Explain the components of effective customer service during parking enforcement activities	You should be able to explain the components of effective customer service in parking enforcement activities. Think about: <ul style="list-style-type: none"> • What customer service is. • Who your customers are in the parking sector. • The types of customer service activities undertaken during parking enforcement activities. • The skills required for effective customer service. 	√

SECTION 6 – Optional Pathway 5 (PEOE2)

Unit L2P5: Roles and responsibilities of CCTV enforcement officers operating under traffic management legislation

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the main requirements of parking legislation	1.1 Explain the difference between civil and criminal parking enforcement	You should be able to explain the difference between civil and criminal parking enforcement.	√
	1.2 State the impact of current legislation and codes of practice relating to parking and traffic enforcement using CCTV	You should be able to clearly express the impact of current legislation and codes of practice on: <ul style="list-style-type: none"> • Parking • Traffic Enforcement using CCTV 	√
	1.3 State the 12 guiding principles that system operators should adopt	You should be able to clearly express the 12 guiding principles that system operators should adopt.	√
	1.4 State the impact of data protection legislation and codes of practice in relation to the viewing and release of images captured by CCTV	You should be able to clearly express the impact of data protection legislation and codes of practice on: <ul style="list-style-type: none"> • Viewing images captured by CCTV • Releasing images captured by CCTV 	√
	1.5 Define a Civil Enforcement Area, a Special Enforcement Area and a Controlled Parking Zone	You should be able to define: <ul style="list-style-type: none"> • A Civil Enforcement Area • A Special Enforcement Area • A Controlled Parking Zone 	√
2. Understand the types of CCTV equipment and how they operate	2.1 Describe how each of the following is used and operated: <ul style="list-style-type: none"> • Cameras • Screens and system controls • Different recording systems • Recording devices • Storage and retrieval systems 	You should be able to describe how each of the following is used and operated: <ul style="list-style-type: none"> • Cameras • Screens and system controls • Different recording systems • Recording devices • Storage and retrieval systems 	√
	2.2 Explain the distinction between type approved equipment and other equipment	You should be able to explain the distinction between the type of approved equipment and other equipment.	√

	2.3 State the equipment checks needed to ensure equipment is fully operational and synchronised	You should be able to clearly express the equipment checks needed to ensure equipment is fully operational and synchronised.	√
3. Understand the procedures to be used to record, store, use and dispose of contravention images	3.1 Identify the specific contraventions to be recorded on CCTV and where applicable in relation to: <ul style="list-style-type: none"> • Parking • Moving Traffic • Bus Lanes 	You should be able to list and briefly describe the specific contraventions to be recorded on CCTV for: <ul style="list-style-type: none"> • Parking • Moving traffic • Bus lanes 	√
	3.2 Identify the minimum evidence to be recorded to support the issue of Penalty Charge Notices	You should be able to list and briefly describe the minimum evidence to be recorded to support the issue of Penalty Charge Notices.	√
	3.3 Describe the procedures to be followed for reporting non-traffic incidents	You should be able to describe the procedures to be followed for reporting non-traffic incidents.	√
	3.4 State how images and related documentation are kept secure	You should be able to clearly express how images and related documentation are kept secure.	√
	3.5 State the circumstances when recorded images would be passed to another agency	You should be able to clearly express the circumstances when recorded images would be passed to another agency.	√
	3.6 Describe the authorisation process to pass recorded images to a third party	You should be able to describe the authorisation process to pass recorded images to a third party.	√
	3.7 Describe the process for the disposal of recorded images	You should be able to describe the process for the disposal of recorded images.	√
4. Know parking and traffic exemptions and their application	4.1 State parking exemptions and their application for: <ul style="list-style-type: none"> • Royal Mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the driver's control 	You should be able to explain the circumstances when general exemptions apply to: <ul style="list-style-type: none"> • Royal Mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the driver's control • Opening and closing barriers or gates 	√

	<ul style="list-style-type: none"> opening and closing barriers or gates 		
	4.2 Describe the Disabled Person's Blue Badge Scheme including exemptions for Disabled Persons Badge holders	You should be able to describe the Disabled Persons Blue Badge Scheme, including exemptions for Disabled Persons Badge holders.	√
5. Know how to record the necessary information for vehicle identification	5.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> Standard UK Foreign Diplomatic Trade Plates Military Vehicles 	√
	5.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
	5.3 Define a 'permitted vehicle' as it relates to buses and taxis using bus lanes	You should be able to define a 'permitted vehicle' as it relates to buses and taxis using bus lanes.	√
6. Understand the procedure for issuing Penalty Charge Notices and supporting evidence requirements	6.1 State the procedures for issuing and serving a CCTV enforced Penalty Charge Notice	You should be able to clearly express the procedures for issuing and serving a CCTV enforced Penalty Charge Notice.	√
	6.2 Explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice	You should be able to explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice.	√
	6.3 State the stages in processing Penalty Charge Notices	You should be able to clearly express the stages in processing Penalty Charge Notices.	√
	6.4 Describe the impact of own work on processing Penalty Charge Notices	You should be able to describe the impact of own work on processing Penalty Charge Notices.	√
	6.5 Describe the consequences of not capturing evidential quality images on the Penalty Charge Notice process	You should be able to describe the consequences of not capturing evidential quality images on the Penalty Charge Notice process.	√
	6.6 State the purpose of the representation and appeals process	You should be able to clearly express the purpose of the representation and appeals process.	√

7. Understand working practices in the parking profession	7.1 State the obligations to self and others under the current Health and Safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> • Self • Others 	√
	7.2 Describe Lone Worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> • What lone working is. • What are an employer's responsibilities towards lone workers. • What control measures are in place to minimise the risk to lone workers. 	√
	7.3 Identify risks associated with parking enforcement using CCTV	You should be able to list and briefly describe the risks associated with parking enforcement using CCTV.	√
	7.4 State the control measures associated with identified risks, including recording and reporting requirements	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about: <ul style="list-style-type: none"> • The types of control measure used. • The recording and reporting requirements in the event of an incident. 	√
	7.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	7.6 Describe the health and safety guidance relating to good ergonomic practice and use of visual display units	You should be able to describe the health and safety guidance relating to good ergonomic practice and use of visual display units.	√
	7.7 Describe standards of conduct for CCTV parking and traffic enforcement officers	You should be able to describe the standards of conduct for CCTV parking and traffic enforcement officers.	√
	7.8 Explain the principles of equality and diversity	You should be able to explain the principles of equality and diversity. Think about: <ul style="list-style-type: none"> • Terminology (e.g. equality, diversity, prejudice, discrimination etc.) • The Equality Act 2010 • Strands of Equality and Diversity • Protected characteristics 	√

SECTION 7 – Optional Pathway 6 (PEOF2)

Unit L2P6: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land – (Scotland)

Level: 2		Indicative Content	MCQ
Learning Outcome	Assessment Criteria		
1. Understand the current legal framework which applies to parking on private land	1.1 Explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to: <ul style="list-style-type: none"> • The boundaries of the land subject to parking control and enforcement • Conditions or restrictions on parking control and enforcement operations • Any restrictions on types of vehicles subject to parking control and enforcement • The content, placing and maintenance of notices and signs in relation to parking control and enforcement • Notification of parking tickets • The authorisation to take legal action to recover charges due from drivers • Information about complaints, appeals and challenges • Avoiding the use of terminology implying action is being taken under statutory authority 	You should explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land. Think about the following: <ul style="list-style-type: none"> • The boundaries of the land subject to parking control and enforcement • Conditions or restrictions on parking control and enforcement operations • Any restrictions on types of vehicles subject to parking control and enforcement • The content, placing and maintenance of notices and signs in relation to parking control and enforcement • Notification of parking tickets • The authorisation to take legal action to recover charges due from drivers • Information about complaints, appeals and challenges • Avoiding the use of terminology implying action is being taken under statutory authority 	√

2. Understand the procedure for issuing parking tickets on private land and the requirements for supporting evidence	2.1 Explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws 	You should be able to explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws 	√
	2.2 Explain the procedure for issuing and serving parking tickets on private land	You should be able to describe the procedures for issuing and serving parking tickets on private land.	√
	2.3 Explain the purpose and types of supporting evidence required in relation to issuing a parking ticket	You should be able to explain the purpose and types of supporting evidence required in relation to issuing a parking ticket.	√
	2.4 Describe the methods of accepting payment, the location of payment sites and procedures for issuing receipts	You should be able to describe: <ul style="list-style-type: none"> • The methods of accepting payment • The location of payment sites • The procedures for the issue of receipts 	√
	2.5 State the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment	You should be able to clearly express the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment.	√
	2.6 Explain the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets	You should be able to describe the procedure in place for dealing with the following in relation to the issue of parking tickets: <ul style="list-style-type: none"> • Complaints • Challenges • Appeals 	√
	2.7 State the types of records and documents to be kept	You should be able to clearly express the types of records and documents to be kept.	√
3. Understand the circumstances when parking tickets should not be issued	3.1 Explain the reasons for not issuing a parking ticket for the following vehicles: <ul style="list-style-type: none"> • Livered vehicles used for operational fire, police or ambulance purposes • Vehicles that have had an immobilisation device removed 	You should be able to describe the circumstances for NOT issuing a parking ticket for the following vehicles: <ul style="list-style-type: none"> • Livered vehicles used for operational fire, police or ambulance purposes • Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position 	√

	<p>less than 30 minutes before and which are in the same position</p> <ul style="list-style-type: none"> • Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge • Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people • Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the "paid-for" time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable "grace" period has run out 	<ul style="list-style-type: none"> • Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge • Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people • Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the "paid-for" time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable "grace" period has run out. 	
	<p>3.2 Describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including landowner's discretion to grant concessions</p>	<p>You should be able to describe:</p> <ul style="list-style-type: none"> • The Disabled Persons Blue Badge Scheme • Its implications for private car parks, including a landowner's discretion to grant concessions. 	√
	<p>4.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> • Standard UK • Foreign 	<p>You should be able to list and briefly describe the different vehicle registration marks, including:</p> <ul style="list-style-type: none"> • Standard UK • Foreign 	√

4. Understand how to record the necessary information for vehicle identification	<ul style="list-style-type: none"> • Diplomatic • Trade Plates • Military Vehicles 	<ul style="list-style-type: none"> • Diplomatic • Trade Plates • Military Vehicles 	
	4.2 Identify vehicle makes	You should be able to list and briefly describe vehicle makes	√
5. Understand the principles of car park management	5.1 Explain the purpose of car park layout and signage	You should be able to explain the purpose of: <ul style="list-style-type: none"> • Car park layout • Car park signage 	√
	5.2 Explain the different types of payment systems and procedures used in car parks	You should be able to describe different types of payment systems and procedures used in car parks.	√
	5.3 Explain the reason for patrolling and monitoring car parks on private land	You should be able to explain the reason for patrolling and monitoring car parks on private land.	√
	5.4 State the types of equipment and resources used to operate car parks on private land	You should be able to clearly express the types of equipment and resources used to operate car parks on private land.	√
	5.5 Explain the obligation of the private landowner in relation to health and safety	You should be able to explain the obligation of the private landowner in relation to health and safety.	√
	5.6 Identify what constitutes an emergency procedure	You should be able to list and briefly describe an emergency procedure. Think about what is included in an emergency procedure.	√
	5.7 Explain the obligation of the private landowner in relation to the protection of people and property in car parks on private land	You should be able to explain the obligation of the private landowner and/or their operator in relation to the protection of people and property in car parks on private land.	√
	5.8 Describe the procedures for dealing with irregular situations	You should be able to describe the procedures for dealing with unusual situations. Think about: <ul style="list-style-type: none"> • The types of unusual situations you encounter. • The procedures used to deal with these situations. 	√
6. Understand safe and effective working practices	6.1 State the obligations to self and others under current health and safety legislation	You should be able to clearly express your obligations under the Health and Safety at Work etc. Act 1974 to: <ul style="list-style-type: none"> • Self • Others 	√

	6.2 Describe Lone worker provisions	You should be able to describe lone worker provisions. Think about: <ul style="list-style-type: none"> • What lone working is. • What are an employer's responsibilities towards lone workers. • What control measures are in place to minimise the risk to lone workers. 	√
	6.3 Identify risks associated with parking enforcement	You should be able to list and briefly describe the risks associated with parking enforcement.	√
	6.4 State the control measures associated with identified risks, including recording and reporting requirements	You should be able to clearly express the control measures used to minimise the risks associated with parking enforcement. Think about: <ul style="list-style-type: none"> • The types of control measure used. • The recording and reporting requirements in the event of an incident. 	√
	6.5 Identify standard communications terminology	You should be able to list and briefly describe standard communications terminology, including the NATO phonetic alphabet.	√
	6.6 Explain the importance of presenting a positive image to the public	You should be able to explain why it is important to present a positive image to the public.	√
	6.7 Explain the components of effective customer service in parking enforcement activities	You should be able to explain the components of effective customer service in parking enforcement activities. Think about: <ul style="list-style-type: none"> • What customer service is. • Who your customers are in the parking sector. • The types of customer service activities undertaken during parking enforcement activities. • The skills required for effective customer service. 	√
	6.8 Describe standards of conduct for parking enforcement officers in private land car parks	You should be able to describe the standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land.	√
	6.9 Explain the principles of equality and diversity	You should be able to explain the principles of equality and diversity. Think about: <ul style="list-style-type: none"> • Terminology (e.g. equality, diversity, prejudice, discrimination etc.) 	√

		<ul style="list-style-type: none">• The Equality Act 2010• Strands of Equality and Diversity• Protected characteristics	
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Appendix 1: Conflict Management Suggested Reading

[HSE, Managing work-related violence in licensed and retail premises](#)

[European Agency for Safety and Health at Work \(2009\)](#)

[HSE, Preventing workplace harassment](#)

[HSE, Quick guide to control measures](#)

<http://www.healthandsafetyatwork.com/hsw/dynamic-risk-assessment>

<http://www.managementstudyguide.com/role-of-communication-in-conflict-management.htm>

<http://www.yourarticlelibrary.com/business-communication/9-important-measures-to-overcome-the-barriers-of-communication/1006/>

<http://www.mindtools.com/CommSkill/ActiveListening.htm>

<http://www.skillsyouneed.com/rhubarb/dealing-with-complaints.html#ixzz3igoyfdox>

<https://www.nottingham.ac.uk/counselling/documents/podacst-fight-or-flight-response.pdf>

<http://www.beyondintractability.org/essay/escalation>

<http://everydaylife.globalpost.com/diffuse-violent-persons-emotions-deescalate-explosive-situation-13334.html>

Common Law Self Defence **

Section 3 Criminal Law Act 1967 **

Section 117 Police and Criminal Evidence Act 1986 **

Defensive Tactics Training Manual Northants Police 2011

<http://www.nhs.uk/Conditions/Post-traumatic-stress-disorder/Pages/symptoms.aspx>

Appendix 2: CIWM Guidance Note - Tax Disc Related Criteria

This Guidance Note has been compiled to clarify evidence requirements for Learning Outcomes and/or Assessment Criteria related directly to Tax Discs. From 1st October 2014 Tax Discs will no longer be required to be displayed on vehicles, and this will impact qualifications where learners are required to;

- State the information held on a tax disc
- Explain the importance of recording tax disc information accurately

These criteria apply in all pathways of both the Level 2 Award for Parking Enforcement Officers, and the Level 3 Award in Notice Processing.

From 21st October 2015, all multiple choice questions relating to these criteria were removed, and learners will no longer be tested in this area. Reference to these criteria in assignments must also be removed, and Centre's will be required to update their assignment papers. Learners will not be required to provide any other forms of evidence to demonstrate competency with these areas of the standards.

This position is to be upheld by all Centres, and for all learners, until such time as further guidance and/or amendments to the qualifications are officially made by CIWM.

Appendix 3: Vehicle Makes



BMW

Audi

Subaru

Toyota

Vauxhall

VW



Skoda

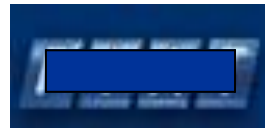
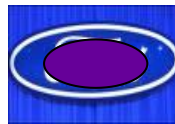
Peugeot

Nissan

Mini

Mercedes

LDV



Land Rover

Hyundai

Ford

Fiat

Honda

Saab



Renault

Citroen

Mazda

Chrysler

Kia

Chevrolet



Alfa Romeo

Seat

Lexus

Mitsubishi

Suzuki

Rover

Appendix 4: Qualification Structure

Candidates must achieve one unit from the Mandatory Units group, plus a minimum of one unit from their chosen Optional Pathway.

Mandatory Units

Ofqual Code	Title	Level	CIWM Unit Code
D/505/6997	Managing conflict in the enforcement of parking control and management	2	L2P1

Optional Pathway 1: PE0A2 – Traffic Management Act 2004 (England and Wales)

Ofqual Code	Title	Level	CIWM Unit Code
H/505/6998	Roles and responsibilities of civil enforcement officers operating under traffic management legislation	2	L2P2

Optional Pathway 2: PE0B2 – Road Traffic Regulations Act 1984 (England and Wales)

Ofqual Code	Title	Level	CIWM Unit Code
K/505/6999	Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation	2	L2P3

Optional Pathway 3: PEOC2 – Private Land (England and Wales)

Ofqual Code	Title	Level	CIWM Unit Code
L/505/7000	Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land	2	L2P4

Optional Pathway 4: PEOD2 – Road Traffic Act 1991 (Scotland Only)

Ofqual Code	Title	Level	CIWM Unit Code
Y/505/7002	Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation	2	L2P7

Optional Pathway 5: PEOE2 – CCTV Enforcement Operations

Ofqual Code	Title	Level	CIWM Unit Code
R/505/7001	Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation	2	L2P5

Optional Pathway 6: PEOF2 – Private Land (Scotland only)

Ofqual Code	Title	Level	CIWM Unit Code
H/505/7018	Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land	2	L2P6

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